



1.800.TEL.DRUG
www.teldrug.com

Quick Facts About Your Mail-Order Prescription Program

Who is eligible?

You and your covered family members. In addition, CIGNA Tel-Drug has a discount cash program available to anyone with or without benefit coverage.

What medications are covered?

Review your benefit plan documents for medication coverage information. Or, call member services (toll-free number located on the back of your ID Card) to find out if your medication is covered.

How can I pay for my order?

- Check,
- Money order, or
- Credit card (i.e. American Express, Discover, MasterCard, VISA).

Note: When ordering online or by phone, credit card payment is required.

How do I submit my first order?

- Completely fill out your order form and patient profile.
- Make sure you have a prescription written for up to a 3-month (or 90-day) supply with refills.
- Submit payment with each order.
- Send your original prescription to CIGNA Tel-Drug (even if you order via Internet or by phone).

Where's my order?

For order status information:

- Call our toll-free number and choose option 2.
- Go online to our website and click 'View Order Status.'

How soon will I receive my order?

Typically, new orders take up to 2 weeks to receive. Refills take less time.

To order refills, you'll need . . .

- Your CIGNA Tel-Drug Rx number (located on your medication and on your Patient Advisory Leaflet)
- CIGNA HealthCare Member ID
- Copayment

How do I order refills?

- Call 1.800.835.3784 and choose option 1 to use our Interactive Voice Response (IVR) system.
- Go online to our website and click 'Refills' to submit your refill online.
- Complete the 'To Order Refills' and 'Payment Information' sections of your order form and mail it to CIGNA Tel-Drug in the envelope provided with your last order.

There is no additional charge for standard delivery!

Remember . . . Make sure you inform CIGNA Tel-Drug when information changes in your address, contact and prescription information.

For additional information on the CIGNA Tel-Drug mail-order program, go to Frequently Asked Questions on **www.teldrug.com** or call our toll-free number **1.800.835.3784** and one of our associates will be happy to help you!

Customer Service Hours are . . . Monday – Friday 7a.m. – 10 p.m. & Saturday 8 a.m. – 5 p.m. Central Standard Time